RECEIVED

TITLE SHEET

2002 APR 24 A 9: 24

AZ CORP COMMISSION BOCUMENT CONTROL

LONG DISTANCE TELECOMMUNICATIONS SERVICES

T-04061A-01-0861

This tariff applies to the Long Distance Telecommunications Services furnished by Viva Telecom, L.L.C., with principal offices at 1844 South 3850 West, Suite A, Salt Lake City, Utah, 84104, between one or more points in the State of Arizona. This tariff is on file with the Arizona Corporation Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

ARIZONA CORPORATION

COMMISSION

PR 2 4 2002

Director of Utilities

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (80 1) 990-0326

APPROVED FOR FILING

ORIGINAL

Telecommunications Service

CHECK SHEET

The following sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>PAGE</u>	REVISION
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original
23	Original
24	Original
25	Original
26	Original
27	Original
28	Original
29	Original
30	Original
31	Original

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING
DECISION #: L/4720



TABLE OF CONTENTS

Title Sheet	•
Check Sheet	•
Table of Contents	3
Explanation of Symbols · · · · · · · · · · · · · · · · · · ·	. 4
Tariff Format	
Section 1 - Technical Terms and Abbreviations	. 6
Section 2 - Rules and Regulations · · · · · · · · · · · · · · · · · · ·	8
Section 3 - Description of Service	19
Section 4 - Rates and Charges · · · · · · · · · · · · · · · · · · ·	. 20

Effective: April 24, 2002 Issued: April 23, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING
DECISION #: 44722

EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C Changed Regulation
- D Delete or Discontinue
- I Change Resulting in an Increase to a Customer's Bill
- M Moved from Another Tariff Location
- N New
- R Change Resulting in a Reduction to a Customer's Bill
- T Change in Text or Regulation but No Change in Rate or Charge

Issued: April 23. 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326 APPROVED FOR FILING DECISION #: 64722

ORIGINAL

Telecommunications Service

TARIFF FORMAT

- A. <u>Sheet Numbering</u> Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. <u>Sheet Revision Numbers</u> Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Arizona Corporation Commission (ACC). For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the ACC follows in its tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect.
- C. <u>Paragraph Numbering Sequence</u> There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level.

2.
2.1
2.1.1
2.1.1.A
2.1.1.A.1
2.1.1.A.1.(a)
2.1.1.A.1.(a)I
2.1.1.A.1.(a)I
2.1.1.A.1.(a)I.(i)
2.1.1.A.1.(a)I.(i)

D. <u>Check Sheets</u> - When a tariff filing is made with the ACC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the ACC.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

SECTION 1 TECHNICAL TERMS AND ABBREVIATIONS

Access Line: An arrangement which connects the calling customer's location to an interexchange switching center.

Authorization Code: A numerical code, one or more of which is available to an End User to enable him/her to access the Company, and which is used by the Company both to prevent unauthorized access to its Services and to identify the End User for billing purposes.

Called Station: The terminating point of a call (i.e., the called number).

Calling Station: The originating point of a call (i.e., the calling number).

Company: Viva Telecom, L.L.C. ("Viva"), a Utah limited liability company.

End User: Any person, firm, partnership, corporation, or other entity furnished telecommunications Services under the provisions and regulations of this tariff and that is responsible for payment of the charges and for compliance with the Company's tariff regulations.

Enhanced Service: Any for-profit telecommunications Service that adds value to users' voice and data messages during the course of transmission. Examples of Enhanced Services would include storage of a spoken message within the network for forwarding or retrieval at some future time, or processing data within the network and sending the results to the intended recipient.

Incomplete Call: Any calls where voice transmission between the Calling Station and the Called Station is not established (i.e., busy, no answer, etc.)

Independent Representative: An entity who markets the Company's Services by acting as its agent or representative in dealing with users of said Service. An Independent Representative does not hold itself out as a provider of common carrier service, does not establish the rates for said Service, does not render bills to End Users, and is not required by the Company to offer Service subject to the regulatory authority of the Federal Communications Commission or any other competent governmental authority.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING DECISION #: 64720

Technical Terms and Abbreviations, continued

LATA: Local Access and Transport Area. A geographic area established as required by the modification of Final Judgment entered in *United States v. Western Electric Co., Inc., 552* F. Spp.. 13 1 (D.D.C. 1982), within which a local exchange company provides communication service.

Local Exchange Company: A telephone company utility which provides local tele-communications services to a specific geographical area for business and residential End Users.

Pay Telephone: A telephone instrument equipped with devices that permit the instrument to access the Company's Services and that is authorized to provide such Services and conforms with state and federal regulations governing such equipment.

Private Label: A name affixed to the Company's Service when that Service is provided to End Users by another entity, in its own name or cobranded, rather than exclusively in the name of Viva.

Retailer: Seller, whether individual or establishment, of Viva Calling Card products to End Users.

Service: All telecommunications Services provided by the Company for the benefit of End Users.

Tariff Identification Number: The identifying number printed on the back of each Viva Calling Card that corresponds to a rate structure set forth in this tariff ("Tariff Id. No.").

Unit: A measurement of telecommunications Service.

Viva Calling Card Calls: Calls for which charges are billed to a Viva Calling Card or any other prepaid product offerings set forth herein and not to the originating telephone number.

Wholesale Calling Card Customers: A person, firm or corporation, or other legal entity which purchases prepaid Calling Cards from Viva and resells the same to the End Users.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING DECISION #: 64722

SECTION 2 RULES AND REGULATIONS

2.1 Application of Tariff

- 2.1.1 This tariff contains the regulations and rates applicable to intrastate resale telecommunications Services provided by Viva Telecom, L.L.C. ("Viva") for telecommunications between points within the State of Arizona. Viva's Services are furnished subject to the availability of products or facilities and subject to the terms and conditions of this tariff.
 - 2.1.1.A Viva may, from time to time, offer various Enhanced Services and information within the State of Arizona. Such Enhanced Services will be provided pursuant to contract and will not be governed by this tariff.
 - 2.1.1.B The Services of Viva are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or Services, but do involve the resale of Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers who may be subject to the jurisdiction of this Commission.
 - 2.1.1.c The rates and regulations contained in this tariff apply only to the Services furnished by Viva and do not apply unless otherwise specified, to the lines, facilities, or Services provided by a local exchange telephone company or other common carrier for use in accessing the Services of Viva.
 - 2.1.1.D The Services of Viva are furnished to purchasers of Viva's Calling Cards and authorized End Users. The purchase of a Viva Calling Card or subscription to a Service makes available to the purchasing End User Viva's nationwide Services, including the intrastate Services offered under the terms and conditions of this tariff.

2.2 <u>Use of Services</u>

2.2.1 Viva's Services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of Services.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

Rules and Regulations, continued

- 2.2.2 The use of Viva's Services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another, or in such a way as to unreasonably interfere with use by others, is prohibited.
- 2.2.3 The use of Viva's Services without payment for Service or attempting to avoid payment for Service by fraudulent means or devices, schemes, false or invalid numbers, false credit cards or false Viva Calling Cards or false numbers of such cards, is prohibited.
- 2.2.4 Viva's Service area is available for use twenty-four hours per day, seven days per week.
- 2.2.5 Viva does not transmit messages pursuant to this tariff, but its Services may be used for that purpose.
- 2.2.6 Viva's Services may be denied for nonpayment of charges or for other violations of this tariff.

2.3 <u>Liabilities of the Comnany</u>

- 2.3.1 Viva shall not be liable for loss or damage sustained by reason of any failure in or breakdown of facilities associated with Viva's Services or for any interruption or delay of Services, whatever shall be the cause of such failure, breakdown, or interruption, and whether negligent or otherwise, and however long it shall last. In no event shall Viva's liability for any Service exceed the charges applicable under this tariff for such Service.
- 2.3.2 Viva shall be indemnified and saved harmless by any End User or by any other entity against claims for libel, slander or the infringement of copyright arising from the material transmitted over its Services; and against all other claims arising out of any act or omission of an End User or of any other entity in connection with the Services provided by Viva.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (80 1) 990-0326

APPROVED FOR FILING

DECISION #: LO4722

Rules and Regulations, continued

- 2.3.3 Viva is not liable for any act or omission of any entity furnishing facilities or Services connected with or provided in conjunction with the Services of Viva.
- 2.3.4 Viva shall not be liable for any personal injury, or death of any person or persons, nor for any loss or damage sustained by reason of acts, mistakes, omissions, errors or defects in providing its Services, whatever shall be the cause, and whether negligent or otherwise.
- 2.3.5 Viva shall not be liable for and shall be indemnified and saved harmless by any End User or other entity from any and all loss, claims, demands, suits, or other action or any liability whatever, whether suffered, made, instituted, or asserted by any End User or any other entity or any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any End User or others, caused or claimed to have been caused, directly or indirectly, by any act or omission of the End User or others or by any installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of Services, facilities or equipment provided by Viva which is not the direct result of Viva's negligence. No agents or employees of any other entity shall be deemed to be the agents or employees of Viva.
- 2.3.6 Viva shall not be liable for any failure of performance due to causes beyond its control, including, without being limited to, acts of God, tires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppage or other labor difficulties, acts or omissions of other carriers, and any law, order, regulation or other action of any governing authority or agency thereof.

2.4 Responsibilities of the End Users

- 2.4.1 The End User is responsible for payment for the use of Viva Calling Cards and for complying with tariff regulations. The End User is also responsible for the payment of charges for calls which the End User elects to continue following notification that the prepaid amount on the Viva Calling Card then in use has been fully used.
- 2.4.2 The End User must pay Viva for replacement or repair of damage to the equipment or facilities of Viva caused by negligence or willful act of the End User or others, by improper use of the Services, or by the use of equipment provided by the End User or others.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (80 1) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING
DECISION #: Lol 700

Rules and Regulations, continued

- 2.4.3 The End User is responsible for compliance with the applicable regulations set forth in this tariff.
- 2.4.4 The End User is responsible for establishing its identity as often as necessary during the course of the call.

2.5 <u>Cancellation or Interruption of Service</u>

- 2.5.1 Without incurring liability, Viva may immediately discontinue Services to an End User or may withhold Services to an End User or may withhold the provision of ordered or contracted Services:
 - 2.5.1 .A For nonpayment of any sum due Viva for the use of Viva's Calling Cards or the provision of any other communications Services to the End User. Suspension or termination of Service shall not be made without five (5) working days' written notice to the End User, except in extreme cases;
 - 2.5.1.B For violation of any of the provisions of this tariff;
 - 2.5.1 .C For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission, provided five (5) working days' written notice is given before termination: or
 - 2.5.1 .D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting Viva from furnishing its Services.
- 2.5.2 Without incurring liability, Viva may interrupt the provision of Services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of Viva equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING
DECISION #: 0472

Rules and Regulations, continued

- 2.5.3 Service may be discontinued by Viva, without notice to the End User, by blocking traffic to certain countries, cities, or exchanges, or by blocking calls using certain End User account numbers, when Viva deems it necessary to take such action to prevent unlawful use of its Service. Viva will restore Service as soon as it can be provided without undue risk, and will, upon request by the End User affected, assign a new account number to replace the one that has been deactivated. Viva reserves the right to limit the number of times an End User may utilize a commercial charge card to add value to a Viva Calling Card; further, Viva reserves the right to block certain destinations for terminating calls for any reason.
- 2.5.4 Viva Calling Card Services expire at a predefined period of time after the last call.

2.6 <u>Billing of Calls</u>

All charges due by the End User are payable at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to End Users' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

2.7 Billing Arrangements

2.7.1 Viva Calling; Card Charges

Charges for calls of this type will be prepaid upon purchase by the End User of a Viva Calling Card.

2.7.2 Wholesale Calling Card Customers

2.7.2.A <u>Late Payment Charges.</u> Charges for these accounts will be invoiced on a monthly basis. Invoices will be due upon receipt, and delinquent 30 days thereafter. Delinquent accounts will accrue interest at the rate of 1.5% per month, or the highest rate authorized under Arizona law.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING



Rules and Regulations, continued

2.7.2.B <u>Return Check Charges.</u> A return check charge of \$25.00 or 5% of the amount of the check (whichever is greater) will be assessed for checks returned for insufficient funds. In the event of suit for payment, Viva may recover all its costs expended therein, including reasonable attorneys' fees.

2.8 <u>Restoration of Service</u>

A reconnection fee of \$25.00 per occurrence is charged when Service is reestablished for End Users who had been disconnected for nonpayment.

2.9 <u>Validation of Credit</u>

Viva reserves the right to validate the creditworthiness of users through available verification procedures. Where a requested billing method cannot be validated, the End User may be required to provide an acceptable alternative billing method or Viva may refuse to place the call.

2.10 <u>Termination. Denial or Suspension of Service by Company</u>

2.10.1 Reasons for Termination

The Company may deny, terminate, or suspend Service to any End User in the event that any of the following circumstances occur:

- 2.10.1 .A without notice, if an End User uses the Service in such a manner as to adversely affect the Company's network or the Company's Service of others:
- 2.10.1 .B without notice, if an End User tampers with equipment owned and furnished by Company;
- 2.10.1 .C with notice, if an End User violates any statute, law, municipal ordinance, or any rule or regulation of any state or federal regulatory agency relating to communications, or otherwise fails to comply with this tariff; or

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING



Rules and Regulations. continued

- 2.10.1 .D with notice, if an End User fails to permit Company reasonable access to such locations as may be necessary for maintenance or repair of facilities used by Company to provide Service to End User.
- 2.10.1 .E with notice, if a Retailer or Wholesale Calling Card Customer fails to pay Company's bill when due, subject to the provisions of 2.10.2, below.

2.10.2 <u>Termination for Nonnavment</u>

Viva reserves the right to terminate Service to End Users in the event the Retailer or Wholesale Calling Card Customer responsible for payment for End User network costs to Viva does not make proper and timely payment under the terms of the Agreement with the Retailer or Wholesale Calling Card Customer. In such event, the End User will be notified and directed, via prerecorded message, to seek a refund from the retail establishment. The End User's Service may, at Company's sole discretion, be reinstituted upon receipt of full payment of the undisputed portion of the balance due. Service shall not be terminated for nonpayment of a bill rendered unless:

- 2.10.2.A The Company shall have verified that payment has not been received at any office of the Company, or at any office of an authorized collection agent, through the end of the period indicated in the notice.
- 2.10.2.B The Company shall have checked the Retailer's or Wholesale Calling Card Customer's payment record on the day termination occurs.

Service shall not be terminated on account of nonpayment of any amount that is subject to bona tide dispute pursuant to the provisions of this tariff, but any such dispute shall not relieve the Retailer or Wholesale Calling Card Customer of the obligation of paying all undisputed amounts in a timely manner.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (80 1) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING



Rules and Regulations. continued

2.10.3 Termination for Cause Other Than Nonpayment

In the event the Company terminates Service for any reason other than nonpayment of bills, it may be done so with notice to the End Users, except in the circumstances listed in 2.10.1 .A and 2.10.1 .B above, in which case the Company may terminate Service immediately.

2.11 Termination by End User

Except as otherwise agreed between the End User and Company, Service may be terminated by the End User at any time, subject to payment in full of all charges that are due and are undisputed for the period Service is rendered.

2.12 Payment and Billing

Paragraphs 2.12.1 through 2.12.6, below, apply only to Services for which Company bills directly.

- 2.12.1 Service is provided and billed on a monthly basis, beginning on the date that Service becomes effective. Payment is due thirty (30) days after the postmarked date of the End User's bill.
- 2.12.2 Accounts shall be delinquent when payment is not received by thirty (30) days after the postmarked date of the End User's invoice. Discounts for prompt payment are not offered by the Company.
- 2.12.3 The End User is responsible for payment of all charges for Services furnished to the End User or the End User's authorized users. Nonrecurring charges will appear on the first monthly bill rendered after Service is initiated. Recurring charges are billed monthly in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.
- 2.12.4 Company will provide a toll free telephone number 800-373-3963, for inquiries regarding bills or Service. Company may change the toll free number by a notice appearing on End User's bill. This toll free number will be answered approximately 24 hours per day. Voice Mail messages may be left during the down time in which a live voice does not answer and will be responded to in a prompt manner.

Issued: April 23, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326 APPROVED FOR FILING

Effective: April 24, 2002

Rules and Regulations, continued

- 2.12.5 Billing disputes: All bills are presumed accurate. In the case of a billing dispute between the End User and the Company for Service furnished to the End User, which cannot be settled with mutual satisfaction by a telephonic inquiry, the End User may request in writing, and the Company will provide, an in depth review of the disputed amount. If the End User is dissatisfied with this review, the End User may file a complaint with the Federal Communications Commission.
- 2.12.6 Re-establishment of credit: An End User whose Service has been discontinued for non-payment of bills will be required to pay the unpaid balance due the Company for the premises for which Service is to be restored. Restoration of Service will be subject to all applicable installation charges.

2.13 Deposits

The Company does not require a deposit from the End User.

2.14 Advance Payments

For End Users whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for Service. This will be applied against the next month's charges and, if necessary, a new advance payment will be collected for the next month.

2.15 Contested Charges

For consideration of any disputed charge, an End User may discuss the dispute with a service agent, who may adjust the Viva Calling Card balance as necessary. Alternatively, an End User may submit in writing to Viva, within thirty (30) days of the date the call is placed, detailed information on the basis for any requested adjustment. Viva will promptly investigate and advise the End User as to its findings and disposition.

Company will provide a toll free telephone number, 800-373-3963, for inquiries regarding bills or Service. Company may change the toll free number by a notice appearing on End User's bill. This toll free number will be answered approximately 24 hours per day. Voice Mail messages may be left during the down time in which a live voice does not answer and will be responded to in a prompt manner.

Issued: April 23, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326 APPROVED FOR FILING

DECISION #: 44722

Effective: April 24, 2002

Rules and Regulations, continued

If an End User is not satisfied with Viva's resolution of a disputed charge, the End User may contact the ACC at the following address:

Arizona Corporation Commission
Communications Division
1200 West Washington Street
Phoenix, AZ 85007

2.16 Refunds

Viva agrees to refund any amounts remaining on a Viva Calling Card upon physical return of the card. Refund will only be issued upon a showing that the Service provided by Viva has failed to meet either the Service requirements set forth in this tariff, the requirements set forth in the Commission's Rules and Regulations, or the general standards of quality applicable to the industry. To qualify for a refund, an End User must return the Calling Card to Viva within three (3) months of the original purchase and submit in writing detailed information on the basis for any requested refund. Viva will promptly investigate and advise the End User as to its findings and disposition.

If an End User is not satisfied with Viva's resolution of a claim for refund, the End User may contact the ACC at the following address:

Arizona Public Service Commission Communications Division 1200 West Washington Street Phoenix, AZ 85007

Viva will not be held responsible to the original purchaser for any lost, stolen, or expired Viva Calling Cards. Viva will not be responsible for ensuring that any individual applying for a refund gained possession of the Viva Calling Card through legitimate means.

Issued: April 23, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

Effective: April 24, 2002

DECISION #: 647aa



Rules and Regulations, continued

2.17 <u>Taxes</u>

All state and local taxes (e.g., gross receipts tax, sales tax, municipal utilities tax) and applicable foreign taxes are listed as separate line items and are not included in tariffed rates for such Services.

2.18 Resellers and Rebillers

Resellers and rebillers of the Company's service must be certificated as required by the Arizona Corporation Commission.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite **A** Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

DECISION #: 447aa

SECTION 3 DESCRIPTION OF SERVICE

3.1 <u>Timing of Calls</u>

- 3.1.1. Billing for calls placed over the Viva network is based in part on the duration of the call. Timing of each call begins when the End User connects to the Viva network and ends when the calling or called party hangs up.
- 3.1.2. There shall be no charge for calls which ring "busy" or "no answer".

3.2 Minimum Call Completion Rate

An End User can expect a call completion rate of not less than 90% during peak use periods for all FGD services ("1+" dialing).

3.3 <u>Service Offerings</u>

Viva Calling Card Service is a prepaid long distance Service offered to all End Users. Service is available twenty-four (24) hours per day, seven (7) days a week.

Cards issued by Viva have Viva's name on the back of the card as well as a telephone number which rings through to Viva's switchboard. Operators answering the telephone identify the company as Viva. The underlying long distance Service is the same for all of Viva's cards. The only difference between the different cards is the place from which they are sold.

A call is placed by dialing a 1-800 number to obtain access to Viva's network. The caller is prompted by an automated voice response system to enter his/her account number, and then to enter the terminating telephone number.

Viva's processor tracks the call duration and destination for rating purposes on a real time basis. The total price of each call, including applicable taxes, is deducted from the prepaid amount on the caller's Viva phone card. When the balance on the card approaches zero, the caller is so advised, and, if desired, the caller may "recharge" the phone card by using a valid commercial credit card number.

Viva also offers private labeling to its Retailers that allows such businesses to purchase cards with custom designs, logos or print. These private label cards are used by the End User in exactly the same manner as other Viva Calling Cards.

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

SECTION 4 RATES AND CHARGES

4.1 <u>Viva Calling Cards</u>

Interstate, Intrastate prepaid phone card Service

Viva Calling Cards are available in various unit and dollar denominations. Many Viva Calling Cards have the same rate structure even though they may have different names or different unit or dollar denominations. The rates and charges listed herein are based on the rate structure of the card, rather than the card name. Each of Viva's rate structures has been given a Tariff Identification Number. The Tariff Identification Number for a card's particular rate structure is printed on the back of the card. The rates, charges and billing increments listed herein are the maximum for the particular rate structure, and an End User may actually be charged lower rates and be subject to smaller billing increments than those listed. The rates include taxes that are calculated based on usage, but they do not include sales or excise taxes due at the point of purchase.

Viva will deduct an additional \$0.60 per call for calls made from payphones on all products contained herein.

Viva will enter into agreements with Retailers or other distributors of its prepaid phone cards to discount the price of cards purchased by a particular Retailer or other distributor in order to induce the Retailer or other distributor to offer the cards to End Users. These distribution arrangements will not affect the rates charged to End Users of the cards. Viva may also enter into special arrangements with certain End Users who purchase cards in volume directly from Viva. Discounts on direct purchases will apply to intrastate rates.

4.1.1 Tariff Id. No. 1

<u>Billing</u>	Initial Minute	Each Additional Minute
4 min. increment	\$0.029	\$0.029

Set-up and operational fee: 70%'

Service fee: \$0.69²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by: Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C.

1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

DECISION #: 44788

APPROVED FOR FILING



Rates and Charges, continued

4.1.2 <u>Tariff Id. No. 2</u>

Billing Initial Minute Each Additional Minute

3 min. increment \$0.035 \$0.035

Set-up and operational fee: 50%'

Service fee: \$1.17²

4.1.3 Tariff Id. No. 3LX

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.0384 \$0.03 84

Set-up and operational fee: 5%'

Service fee: \$0.35²

4.1.4 <u>Tariff Id. No. 4</u>

Billing Initial Minute Each Additional Minute

3 min. increment \$0.049 \$0.049

Set-up and operational fee: 50%'

Service fee: \$0.70²

4.1.5 <u>Tariff Id. No. 5</u>

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.050 \$0.050

Set-up and operational fee: 55%'

Service fee: \$1.00²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

Rates and Charges, continued

4.1.6 <u>Tariff Id. No. 6</u>

Billing <u>Initial Minute</u> Each Additional Minute

3 min. increment \$0.055 \$0.055

Set-up and operational fee: 30%'

Service fee: \$1.00²

4.1.7 <u>Tariff Id. No. 7</u>

<u>Billing</u> <u>Initial Minute</u> <u>Each Additional Minute</u>

5 min. increment \$0.060 \$0.060

Set-up and operational fee: 50%

Service fee: \$0.88²

4.1.8 <u>Tariff Id. No. 8</u>

<u>Billing</u> <u>Initial Minute</u> Each Additional Minute

60 sec. increment \$0.065 \$0.065

Set-up and operational fee: 20%'

Service fee: $\$0.35^2$

4.1.9 <u>Tariff Id. No. 9</u>

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.075 \$0.075

Set-up and operational fee: 25%'

Service fee: \$1.00²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING DECISION #: 64723

Rates and Charges, continued

4.1.10 Tariff Id. No. 10LX

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.0768 \$0.0768

Set-up and operational fee: 5%'

Service fee: \$0.35²

4.1.11 Tariff Id. No. 11

Billing Each Additional Minute Initial Minute

4 min. increment \$0.079 \$0.079

Set-up and operational fee: 50%'

Service fee: \$0.00²

4.1.12 Tariff Id. No. 12

Billing Each Additional Minute Initial Minute

5 min. increment \$0.083 \$0.083

Set-up and operational fee: 36%'

Service fee: $$1.00^2$

4.1.13 Tariff Id. No. 13

Billing Each Additional Minute Initial Minute

3 min. increment \$0.098 \$0.098

Set-up and operational fee: 30%'

Service fee: \$0.70²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84 104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

DECISION #: LOY 722

ORIGINAL

Telecommunications Service

Rates and Charges, continued

4.1.14 Tariff Id. No. 14

Billing Initial Minute Each Additional Minute

9 min. increment \$0.10 \$0.10

Set-up and operational fee: 60%'

Service fee: $$1.00^2$

4.1.15 Tariff Id. No. 15

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.111 \$0.111

Set-up and operational fee: 50%'

Service fee: $$1.00^2$

4.1.16 Tariff Id. No. 16

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.125 \$0.125

Set-up and operational fee: 20%'

Service fee: \$0.50²

4.1.17 Tariff Id. No. 17

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.169 \$0.169

Set-up and operational fee: 25%'

Service fee: \$0.25²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by: Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C.

1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325

FAX: (801) 990-0326

APPROVED FOR FILING

DECISION #: U47aa

Rates and Charges, continued

4.1.18 <u>Tariff Id. No. 18</u>

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.010 \$0.010

Set-up and operational fee: 45%'

Service fee: \$1.39² Surcharge: \$0.25³

4.1.19 Tariff Id. No. 19

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.047 \$0.047

Set-up and operational fee: 20%'

Service fee: \$0.50² Surcharge: \$0.25³

4.1.20 Tariff Id. No. 20

Issued by:

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.010 \$0.010

Set-up and operational fee: 59%'

Service fee: \$1.00² Surcharge: \$0.29³

Issued: April 23, 2002 Effective: April 24, 2002

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 38.50 West, Suite A Salt Lake City, UT 84104 (801) 990-032s FAX: (801) 990-0326

APPROVED FOR FILING

ORIGINAL

Telecommunications Service

Rates and Charges. continued

4.1.21 Tariff Id. No. 22

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.019 \$0.019

Set-up and operational fee: 20%'

Service fee: \$0.25² Surcharge: \$0.49³

4.1.22 <u>Tariff Id. No. 23</u>

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.025 \$0.025

Set-up and operational fee: 20%'

Service fee: \$0.50² Surcharge: \$0.49³

4.1.23 Tariff Id. No. 24

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.029 \$0.029

Set-up and operational fee: 20%'

Service fee: \$0.50² Surcharge: \$0.49³

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (80 1) 990-0326

APPROVED FOR FILING
DECISION #: LOUTAGE



Rates and Charges, continued

4.1.24 Tariff Id. No. 25

Billing Initial Minute Each Additional Minute

3 min. increment \$0.010 \$0.010

Set-up and operational fee: 50%'

Service fee: \$1.61² Surcharge: \$0.59³

4.1.25 <u>Tariff Id. No. 26</u>

Billing <u>Initial Minute</u> <u>Each Additional Minute</u>

60 sec. increment \$0.017 \$0.017

Set-up and operational fee: 20%'

Service fee: \$0.50² Surcharge: \$0.59³

4.1.26 Tariff Id. No. 27

Issued by:

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.039 \$0.039

Set-up and operational fee: 15%'

Service fee: \$0.50² Surcharge: \$0.69³

Issued: April 23, 2002 Effective: April 24, 2002

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325

FAX: (801) 990-0326

APPROVED FOR FILING

Rates and Charges. continued

4.1.27 Tariff Id. No. 28

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.019 \$0.019

Set-up and operational fee: 15%'

Service fee: \$0.25² Surcharge: \$0.99³

4.1.28 Tariff Id. No. 29

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.08 1 \$0.081

Set-up and operational fee: 20%'

Service fee: \$0.59² Surcharge: \$0.99³

4.1.29 Tariff Id. No. 30

Billing Initial Minute Each Additional Minute

3 min. increment \$0.039 \$0.039

Set-up and operational fee: 70%'

Service fee: \$1.40²

4.1.30 Tariff Id. No. 31

Billing <u>Initial Minute</u> <u>Each Additional Minute</u>

3 min. increment \$0.059 \$0.059

Set-up and operational fee: 40%'

Service fee: \$0.99'

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

Rates and Charges, continued

4.1.31 Tariff Id. No. 32

Billing <u>Initial Minute</u> <u>Each Additional Minute</u>

3 min. increment \$0.069 \$0.069

Set-up and operational fee: 75%'

Service fee: \$0.70²

4.1.32 Tariff Id. No. 34

Billing Initial Minute Each Additional Minute

5 min. increment \$0.090 \$0.090

Set-up and operational fee: 60%'

Service fee: \$1.40²

4.1.33 Tariff Id. No. 35

Billing Initial Minute Each Additional Minute

5 min. increment \$0.0909 \$0.0909

Set-up and operational fee: 23%'

Service fee: \$1.00²

4.1.34 <u>Tariff Id. No. 36</u>

Billing Initial Minute Each Additional Minute

5 min. increment \$0.099 \$0.099

Set-up and operational fee: 68%'

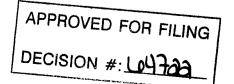
Service fee: \$1.40²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager
VIVA TELECOM, L.L.C.
1844 South 3850 West, Suite A
Salt Lake City, UT 84104

(801) 990-0325 FAX: (801) 990-0326



Rates and Charges. continued

4.1.35 Tariff Id. No. 37

Billing Initial Minute Each Additional Minute

3 min. increment \$0.010 \$0.010

Set-up and operational fee: 90%'

Service fee: \$0.63² Surcharge: \$0.49³

4.1.36 Tariff Id. No. 40

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.107 \$0.107

Set-up and operational fee: 0%'

Service fee: \$0.70²

4.1.39 <u>Tariff Id. No. 41</u>

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.010 \$0.010

Set-up and operational fee: 20%¹

Service fee: \$0.70²

4.1.40 Tariff Id. No. 42

Billing Initial Minute Each Additional Minute

5 min. increment \$0.005 \$0.005

Set-up and operational fee: 45%'

Service fee: \$1.17² Surcharge: \$0.39³

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager
VIVA TELECOM, L.L.C.
1844 South 3850 West, Suite A
Salt Lake City, UT 84104

(801) 990-0325 FAX: (801) 990-0326 APPROVED FOR FILING

DECISION #: LUY-22

Rates and Charges, continued

4.1.41 Tariff Id. No. 43

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.010 \$0.010

Set-up and operational fee: 15%'

Service fee: \$0.25² Surcharge: \$0.39³

4.1.42 Tariff Id. No. 44

Billing Initial Minute Each Additional Minute

12 min. increment \$0.034 \$0.034

Set-up and operational fee: 0%'

Service fee: \$0.35²

4.1.43 <u>Tariff Id. No. 45AZ</u>

Billing Initial Minute Each Additional Minute

12 min. increment \$0.045 \$0.045

Set-up and operational fee: 0%'

Service fee: \$0.35²

4.1.48 Tariff Id. No. 46

Billing, Initial Minute Each Additional Minute

3 min. increment \$0.050 \$0.050

Set-up and operational fee: 30%'

Service fee: \$0.35² Surcharge: \$0.50³

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager
VIVA TELECOM, L.L.C.
1844 South 3850 West, Suite A
Salt Lake City, UT 84 104

(801) 990-0325 FAX: (801) 990-0326 APPROVED FOR FILING
DECISION #: 64722



Rates and Charges, continued

4.1.49 Tariff Id. No. 47

Billing Initial Minute Each Additional Minute

4 min. increment \$0.054 \$0.054

Set-up and operational fee: 80%'

Service fee: $\$0.70^2$

4.1.50 Tariff Id. No. 48

Billing Initial Minute Each Additional Minute

4 min. increment \$0.061 \$0.061

Set-up and operational fee: 0%'

Service fee: \$0.88²

4.1.5 1 <u>Tariff Id. No. 49AZ</u>

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.080 \$0.080

Set-up and operational fee: 0%'

Service fee: \$2.45²

4.1.52 <u>Tariff Id. No. 50</u>

Billing Initial Minute Each Additional Minute

3 min. increment \$0.089 \$0.089

Set-up and operational fee: 50%'

Service fee: \$2.80²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager
VIVA TELECOM, L.L.C.
1844 South 3850 West, Suite A
Salt Lake City, UT 84 104

(801) 990-0325 FAX: (801) 990-0326 APPROVED FOR FILING

DECISION #: 447aa

Rates and Charges, continued

4.153 Tariff Id. No. 51

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.0948 \$0.0948

Set-up and operational fee: 35%'

Service fee: \$0.70²

4.1.54 Tariff Id. No. 52

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.104 \$0.104

Set-up and operational fee: 0%'

Service fee: \$2.45²

4.1.55 Tariff Id. No. 53

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.109 \$0.109

Set-up and operational fee: 23%'

Service fee: \$2.80²

4. I .56 Tariff Id. No. 54

Billing Initial Minute Each Additional Minute

60 sec. increment \$0.113 \$0.113

Set-up and operational fee: 0%'

Service fee: \$2.45²

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING

Rates and Charges. continued

4.2. Special Promotions

Viva, its agents and distributors may, from time to time, offer special promotions to End Users. End User credits may be issued for term commitments, special incentives and promotions, etc. Special promotions shall not be longer than 90 days for any 12-month period. Any special promotions otherwise subject to the jurisdiction of the Arizona Corporation Commission will be filed with the Commission before implementation.

#204511.1

Issued: April 23, 2002 Effective: April 24, 2002

Issued by:

Jeddie W. Ricks, Manager VIVA TELECOM, L.L.C. 1844 South 3850 West, Suite A Salt Lake City, UT 84104 (801) 990-0325 FAX: (801) 990-0326

APPROVED FOR FILING